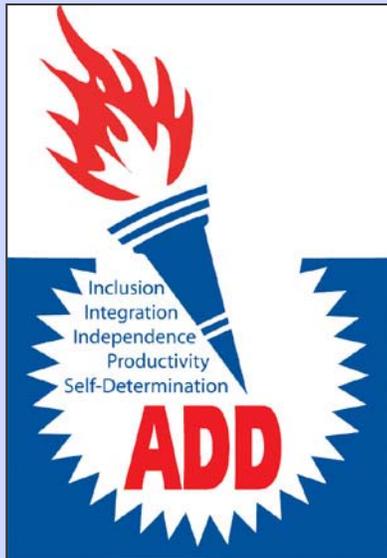


# ADD Program Update

Administration on Developmental Disabilities

Administration for Children and Families • U.S. Department of Health and Human Services



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**1** Commissioner's  
Message-  
Employment and  
Self-employment

**3** Program  
Progress

- P&A
- SCDD
- UCEDD

**7** Program  
Performance

- EDS

**8** Announcements

**9** ADDED  
Resources

## Commissioner's Message

In honor of National Disability Employment Awareness Month (October), the Department of Health and Human Services recently honored five exemplary individuals and two corporations in an awards ceremony, "Celebrating People with Disabilities," in Washington, D.C. The honorees, through their individual efforts, talents, leadership abilities, and commitment, advance the public awareness of the needs and abilities of people with disabilities, both in the workforce and in other parts of life.

The two corporate honorees were also commended for their leadership, public awareness efforts, and for their commitment to inclusive hiring and accommodation practices.

The honorees were:

- Mattie Stepanek, a 13 year old author of five New York Times best-selling books of poetry, National Goodwill Ambassador for the Muscular Dystrophy Foundation, and popular public speaker.
- Alan Reich, President and CEO of the National Organization on Disability, which he founded in 1982. He is an outspoken advocate for persons with disabilities, and is active in furthering nervous system regeneration research.
- Senator Robert Dole, former Senate Majority Leader, who notably supported the ADA and Ticket to Work Act. The United Negro College Fund recently established the Robert Dole Scholarship Foundation for Disabled Students.
- John Kemp, Esq., former National Executive Director of United Cerebral Palsy Associations, Inc., co-founder of the American Association of People with Disabilities, owner of the consulting company that publishes the "Disability and Employment Report," and a lawyer in the practice of Powers, Pyles, Sutter, and Verville PC.

- Benny Mardones, Viet Nam veteran, composer, member of the rock-band "The Hurricanes," and fundraiser for "The Make-A-Wish Foundation" and for Parkinson's research.
- The Sinclair Broadcast Group has shown their commitment to the employment of people with disabilities through fundraising, philanthropic efforts, and public awareness campaigns, including those on its major television broadcast companies.
- Microsoft Corporation has demonstrated inclusive employment practices, and works to expand the development of software and assistive technology to promote usability of office and home computers by people with disabilities.

The importance of employment for people with developmental disabilities is evidenced in the work of ADD grantees. Employment programs often center on educating people with disabilities to make them more employable, providing or locating job-searching services, helping to build a résumé and preparing for interviews, or other programs that focus on finding individuals jobs in their communities.

Some grantees focus efforts on Micro-business projects. These projects are intended to help people with developmental disabilities to establish their own businesses or self-employment. Projects that encourage entrepreneurs do more than simply meet employment needs, they strengthen the individual's place in the community.

Below and throughout this issue of "Update," are examples of some of the micro business and narrow-focus projects that have met with success in the past.

**District of Columbia-** The District of Columbia Developmental Disabilities Council (DDC) has an initiative to promote employment for individuals with developmental disabilities. The DDC formed a partnership with the Rehabilitation Services Administration (RSA) and the Mental Retardation and Developmental Disabilities Administration (MRDDA). The DDC solicited applications from qualified applicants to design, develop and implement a demonstration model for supported self-employment for individuals with developmental disabilities by assisting them with a range of business opportunities consistent with their strengths, resources, priorities, abilities, capabilities, and interests and based on informed choices. The model design included a financial services component to provide management support for self-employment business ventures.

DDC awarded the grant to Inclusion Research Institute (IRI). The project is entitled the FREEDOM Process (Flexible and Responsive Employment Enterprise through Development Of Micro-enterprises for Individuals with Developmental Disabilities). Since the award, IRI has successfully collaborated with the National Cooperative Bank, the National Disability Institute and agencies and service providers of individuals with developmental disabilities including RSA and MRDDA.

The purpose of the project is to demonstrate the effectiveness of the FREEDOM process for providing new models of supported self-employment that: meet the needs of individuals with developmental disabilities; are financially viable; meet the needs of the District; are sustainable, replicable and enhance the individual's self-esteem; and improve the ability of individuals with

developmental disabilities to interact positively with the business community, family and friends. During the first year, IRI focused on research and the identification of existing micro-enterprise programs in the District of Columbia. DDC and IRI shared the expectation that training for the individuals interested in becoming entrepreneurs was key; thus, they worked together to identify some needed training. The National Center for Self-Determination and IRI conducted the three-day training session in August, 2003 for all interested individuals in the District by teaching the vision that is needed to produce outcomes. The training also produced an awareness and recognition of some of the barriers to successful employment outcomes for individuals with developmental disabilities. Thirty-five District of Columbia residents, family members and/or advocates of individual with developmental disabilities attended the training. During the training participants were able to begin developing ideas for starting a micro-enterprise and to submit an application for participation in the project. The DDC and IRI staff are looking forward to working with individuals who are excited about establishing and maintaining their own businesses. Ten individuals have been identified to start this journey.

## Program Progress

### **Spotlight Initiatives**

As a part of ADD commitment to grantee success, ADD will be spotlighting the work of some programs that have shown ingenuity, innovation, dedication, or other exemplary efforts in their projects.

#### ***Collaboration in Arizona***

In Arizona the DD Network, the Arizona Center for Disability Law, the Governor's Council on DD and Arizona University Center on Disabilities have joined together with other disability groups statewide to oppose the imposition of co-payments for developmental disability services. As part of a statewide coalition, the P & A has provided legal analysis of the proposals, the Planning Council has promoted advocacy efforts and the University Center has assisted in the dissemination of information on the proposals through e-mails. The state has put the co-pay proposal on hold for now, but the three DD agencies will be continuing their efforts to ensure persons with developmental disabilities do not have barriers to receiving services. A joint network newsletter on the DD co-payment issue will come out in January 2004.

### **Protection and Advocacy Agencies**

#### **Fiscal Management Conference**

Fiscal Year 2003 ended with the Fiscal Management Conference which was held August 13-16, 2003 in Washington, DC. For the first time, a new fiscal manager orientation was held a day prior to this meeting. There were approximately 20 participants in attendance. ADD thanks Sheila Mullis and Liz Smith from the Tennessee and Louisiana P&As respectively for volunteering to be presenters. This orientation was well-received with suggestions for continuance of this effort. The full conference began on Thursday, the 14<sup>th</sup>. The workshops were designed with the P&As' fiscal managers' input. They were as substantive and diverse as the speakers. As in past conferences, the fiscal managers

came prepared with many questions and shared experiences and expertise also. The general consensus from the participants was that the conference was excellent. ADD appreciates the efforts of the P&As that sent fiscal managers to this training.

### **T/TA Contract Award**

Fiscal Year 2004 began with the exercise of Option Year 2 of the training and technical assistance contract awarded to the National Association of Protection and Advocacy System (NAPAS), "Provision of Technical Assistance to the Protection and Advocacy Agencies" that began on October 1, 2001. The contract continues to be an interagency collaboration effort between the Substance Abuse Mental Health Services Administration, the Rehabilitation Services Administration and the Administration on Developmental Disabilities. This fiscal year is the final phase of the contract. Preparations are being made for a competition for a new contract which will be awarded by October 1, 2004.

### **T/TA Contract Activities**

Technical assistance activities are in full swing. A planning meeting was held at NAPAS to begin drafting the program and agenda for the January Winter Skills-Building Conference in San Diego, California. Also, the Resource Advocacy Committee's face-to-face meeting was held in Washington, October 9-10<sup>th</sup>. Participants were busy planning the Information/Referral track at the conference. ADD encourages grantees to take advantage of these types of training opportunities.

### **P&A Highlights**

#### **Collaboration in Alabama**

The Alabama State Council on Developmental Disabilities (SCDD) offered employment grants to consumers who wanted to work and wanted to experience first-hand what working in an agency is like. The P&A helped to spread the word in the disability community and encouraged individuals with developmental disabilities to apply. Two consumers applied and were awarded grants. They selected which P&A to work for and the P&A agreed. The consumers were provided job coaches also. This experience was the first for the consumers and the P&A.

The consumers worked in the resource library to update and clean out outdated materials. They attended conferences and served as hosts. They also helped with ordering supplies and other administrative duties. This "real life" work allowed them the following opportunities: building self-confidence; receiving and managing a paycheck; following instructions; managing their time, practicing conflict resolution, and interacting on a daily basis with P&A staff and the public.

This interaction worked both ways. The P&A staff learned:

- how much planning was required to carry out this addition of new staff and job coaches;
- that their office was not as accessible as they thought and changes needed to be made;
- how to provide reasonable accommodations, and
- how to work with, manage and sometimes counsel individuals to prepare them for the workforce.

The results were that one of the consumers was hired part-time by the school system to read to students and help in other ways. The P&A worked collaboratively with the Council and is considering doing this type of activity again.

### **Kentucky P&A Project Collaboration**

The foundation for Kentucky P&A's outreach project began with their relationship with several outside agencies. The Kentucky Council on Developmental Disabilities funds P&A's access to the "Language Line" service. This service provides real-time translation services over the phone when calls were received from non-English speakers.

The P&A also has a relationship with Kentucky State University, through the exchange-student program. Students who are native speakers of Spanish will be helping to translate P&A publications into Spanish. They will help to develop audio and video versions of their publications for those people who do not have sufficient literacy skills in Spanish to be able to use the print versions.

The P&A's outreach efforts to this point have yielded some satisfying results. They have established valuable relationships in the Hispanic/Latino community with civic and church organizations, media outlets and individuals. In addition, their representation of Hispanic/Latino clients has risen from zero to between six and ten.

The P&A plans for this project to continue developing and expanding relationships in the community. They are working toward having all of their publications available in Spanish, in print as well as in audio and video formats. They are working to expand their presence in the Spanish-language media in Kentucky and are in the process of scheduling a Spanish-language forum in Lexington.

### **Kansas Advocacy and Protective Services (KAPS) Agency Reorganization**

The P&A in Kansas, KAPS, is building a new organizational structure to better respond to the needs of Kansans with disabilities. These changes were a proactive response to an Office of the Inspector General investigation into the internal and fiscal controls of the KAPS organization. The new Board of Directors and Executive director, Rocky Nichols, are committed to creating a new agency that can be a better advocate for Kansans with disabilities. In order to make such drastic reforms, the following key steps were taken:

- (1) The Executive director embarked on a "listening tour" last month that took him to all regions of Kansas (six cities in three days – Topeka, Kansas City, Parsons, Wichita, Garden City and Hays). He logged over 1,000 miles on his car and obtained input from disability rights stakeholders at each of the stops. For most Kansans stakeholders in the disability rights community, it was the first time KAPS had done an effort like that to obtain feedback and input.
- (2) KAPS sent out two surveys to over 1,000 disability stakeholders, asking them for input on how KAPS as an organization and priorities needed to change.
- (3) KAPS developed a comprehensive reorganization plan from the concerns they received from stakeholders in the disability advocacy community through the surveys, Listening Tour and small group feedback sessions. Over the next 12-18 months, every job description will be

rewritten and staff position opened up to competition and outside applicants to better respond to the disability advocacy needs.

- (4) A new Board of Directors has been formed and involved in the reform and reorganization efforts.
- (5) KAPS will be hiring a new auditor. They have already implemented some changes to improve their financial operations and ensure the proper controls, and with the help of the new auditor, they will be able to strengthen those efforts.

### **History of the New Hampshire's Protection and Advocacy System – 1978-2003**

Recently, ADD received a copy of the booklet on the history of the New Hampshire P&A, Disability Rights Center, Inc. (DRC). The history was originally developed in celebration of DRC's 15<sup>th</sup> anniversary and then updated at the 20<sup>th</sup>. It is now at the quarter century mark, and another chapter was added. The history describes the growth, the changes and the challenges of the '80s and '90s, and the rapid expansion, new responsibilities and commitment to a multifaceted advocacy approach as they move into the 21<sup>st</sup> century. Please contact Richard Cohen, executive director, for more information or to get a copy.

We thank each P&A Executive Director and staff member that takes the opportunity to send information and articles on P&A efforts that are making a difference. Please continue to share information with Jackie Ezzell at [jezzell@acf.hhs.gov](mailto:jezzell@acf.hhs.gov).

## **State Councils on Developmental Disabilities**

### **Self-Employment in Maryland**

The Maryland Developmental Disabilities Council provides technical assistance to individuals with disabilities pursuing self-employment through Reach Independence through Self-Employment (RISE).

Recently, about twenty small-business owners, all entrepreneurs with disabilities, gathered for "Make it Your Business- the Second Annual Self-Employment Conference for People with Disabilities," held in Baltimore, Maryland, in August. The event is coordinated by RISE, funded by the Maryland State Department of Education's Division of Rehabilitation Services.

During the meeting, a presentation showed some of the successful businesses brought about by the program, including: equine treats supplier, commercial document shredding and recycling, hot dog carts, crab mallet manufacturing, vending machines, and stained glass jewelry. These businesses illustrate the flexibility of entrepreneur programs. Self-employment can be tailored to the skills, abilities, and desires of the individuals.

## **University Centers for Excellence in Developmental Disabilities Education, Research and Services**

Revised Web Portal: Behind the AUCD Search Portal icon on the AUCD home page ([www.aucd.org](http://www.aucd.org)) a revised search engine has been installed. The new search engine provides the capacity to search by LEND or UCEDD centers as an entire network, by federal region or individual center or program. The

advanced search allows for searching for the presence of a term anywhere in the searched centers' websites or only in the title of specific pages at center sites thus narrowing the number of returned pages. The search process should be faster and more accurate with the recent revisions. A number of specialty databases such as NIRS and Add-up as well as federal partners are included on the Portal. Give it a try and let us know what you think. If you have observations or comments please send them to George Jesien (gjesien@aucd.org)

**University of Idaho** A Family Support website was developed in combination with University of Idaho's newsletter to provide information on services available to Idaho Families. The site provides a calendar of events, websites available, a map that provides a list of resources within a chosen county and a bulletin board to exchange information and products. The website's address is: <http://www.educ.uidaho.edu/cdhd/familysupport/>

## Program Performance

### Electronic Data System (EDS)

#### *State Councils on Developmental Disabilities*

From Program Performance Reports, FY 2002

*Examples of Council-initiated Training Projects and Activities in Micro Business and/or Micro Projects.*

State	Project/Activity	Project Description
<b>Idaho</b>	Support Living Study	Three micro grants of \$750 each were awarded to conduct disability awareness activities.
<b>Kentucky</b>	Council Technology	Self-Employment experts provided participants with experience regarding numerous aspects of self-employment for individuals with developmental disabilities including case studies, Social Security implications & methods for supporting micro-enterprises.
<b>North Carolina</b>	Promoting Self-Advocacy in NC	Assist people with significant disabilities to earn a livable wage through micro enterprise
<b>North Carolina</b>	Project Odyssey Self-Determination Project	Assist people with significant disabilities to earn a livable wage through micro enterprise.
<b>New York</b>	Path Maker Recruitment and Retention	Viability of self-employment as a vocational day program choice for persons with developmental disabilities is being tested by training providers and consumers/ families on necessary steps in developing micro-enterprises.

<b>Pennsylvania</b>	PAS Training	The project finished its research on the use of vouchers for people with developmental disabilities and the Council is developing a project on micro boards as a result of the project's work.
<b>Tennessee</b>	Kindred-Photo Exhibits	Provides people with disabilities the opportunity to live self directed lives by providing training & technical assistance in setting up a micro board.

## Upcoming Events & Announcements

### Announcements

#### ***"One-Stop Shopping" Grants Announced***

The Department of Health and Human Services' Administration and Children and Families announced the award of 31 one-year planning grants of \$100,000 each to create a seamless system of services for underserved families of people with developmental disabilities.

The full text of the announcement is available on the ADD website at <http://www.acf.dhhs.gov/programs/add/hhsgrants.htm>

### Upcoming Events

#### ***Advocate for Action***

The Governmental Affairs Seminar, *Advocate for Action*, sponsored by Arc, AAMR, AUCD, and UCP will be held March 21-23, 2004 at the Mayflower Hotel in Washington, D.C. Preliminary materials and registration information are to be released in the next few weeks. Information on how to register will be posted on the AUCD web site at <http://www.aucd.org>.

#### ***Integrating Research, Practice Business and Consumer Perspectives***

Dr. Margaret Giannini, Director of the Office on Disability, will be one of four keynote speakers at the International Conference on Aging, Disability and Independence: Advancing Technology and Services to Promote Quality of Life, a Conference Integrating Research, Practice Business and Consumer Perspectives. The Conference is being held December 4-6, 2003 at the Hyatt Regency Crystal City in Arlington, Virginia. Information is available at <http://www.asaging.org/icadi>.

## ADDED Resources

### **Regional Conference Calls**

ADD extends its thanks to the Councils, P&As, UCEDDs, and Regional offices for participating in our new regional conference call series. ADD plans to continue this series in the spring, and would like to remind grantees to continue to voice their concerns and share their successes with regional staff, and with ADD headquarters. The calendar for the spring series will appear in "Update" as soon as it is available.

### **Toll Free Hotline for Air Travel**

The U.S. Department of Transportation has a toll-free hotline for air travelers with disabilities to inform them of their rights under the Air Carrier Access Act and other applicable laws, and to help resolve problems when they arise. The problem resolution aspect of this hotline is designed to be real-time, so that consumers may resolve customer-service issues on a timescale that allows them to travel on or near their intended schedule.

The hotline is available 7a.m. to 11p.m Eastern, 1-800-778-4838 (Voice), 1-800-455-9880 (TTY)

For more information on how to use the hotline, or for information on air travel consumer rights, please see the web site at <http://airconsumer.ost.dot.gov/hotline.htm>